

Temple College Libraries Policies and Procedures

I. Purpose Statement

The purpose of Temple College Libraries is to provide information resources and services necessary to support the mission of Temple College to foster student success for our diverse community by providing quality lifelong learning and enrichment experiences.

II. Locations and Contact

Temple College Libraries include Temple College Hubert M. Dawson Library at the main campus in Temple, Texas and the Avery Family Library at the EWCHEC Hutto campus in Hutto, Texas. Library materials are available at the satellite locations of Taylor Public Library and Texas Bioscience Institute campus. Resources and services extend to those locations as well as to students enrolled in Temple College dual credit coursework of participating Central Texas ISDs.

Main Campus:

Temple College Hubert M. Dawson Library
Phone: 254-298-8426
library@templejc.edu

EWCHEC-Hutto Campus:

Avery Family Library
Phone: 512-759-5932
EWCHECLibrary@templejc.edu

III. Resources

Books

Temple College Libraries house 50,000+ print volumes, including circulating and reference books. Reference materials are available for in library use only. Patron loan periods for circulating materials vary.

Databases

Temple College Libraries offer access to 90+ electronic databases. Databases provide access to ebooks, reference resources, periodicals, streaming music, and streaming video. Databases are accessible on the Temple College Libraries home page through the Databases/Articles tab, the Ebooks tab, the Library Search catalog, and library guides. A Temple College user name and password is required for off campus access.

Electronic Books

Temple College Libraries offer access to 300,000+ electronic books through a variety of platforms. Titles are accessible through the library homepage and database links as full-text or partial downloads, html view, and upon request access. A Temple College user name and password is required for off campus access.

Audio Visual Materials

Temple College Libraries offer access to streaming music and video through platforms like Naxos Music, Films on Demand, Swank, and Academic Video Online. A Temple College user name and password is required for off campus access.

IV. Library Usage Policy

Temple College libraries are open to students, faculty, staff, TexShare, community patrons, and guest users. Students, faculty, and staff have active library accounts with material use privileges for the semesters they are currently enrolled or employed. TexShare and community patrons may register for library cards for material use privileges. Texshare and community patrons do not have access to computers or digital resources.

Library materials are provided for, and suited to, adult patrons. Parents and/or guardians are responsible for any screening of such materials for minors. Children must be accompanied by a parent or guardian at all times and cannot be left unattended in Temple College Libraries.

Temple College main, EWCHEC Hutto, EWCHEC Taylor, and Texas Bioscience Institute campus students may use the EWCHEC Hutto or the main campus library. These students have access to digital resources on and off campus using their Temple College log in and password.

EWCHEC Taylor students may also use materials from the Taylor Public Library. To obtain a Taylor Public Library card, students need to provide proof of enrollment, a student or photo ID, and proof of address.

Texas A&M University Central Texas and Texas State Technical College students enrolled in classes at the Temple College main and/or EWCHEC Hutto campus may use the EWCHEC Hutto or main campus library.

Students enrolled in Temple College dual credit coursework of participating Central Texas ISDs may use the EWCHEC Hutto or main campus library.

V. Loan Policy

Patrons must have an active library account and present either a Temple College ID, Texshare card, Community Patron card, or a valid form of photo identification to checkout library materials. Valid forms of photo identification include a driver's license, and/or state, military, or photo ID.

Student Material Loan Periods

Students may checkout circulating library materials for a twenty-one day loan period with a limit of 20 items per account. Materials may be renewed once unless another patron has placed a material hold. After a one-time renewal, materials must be returned.

Reserve materials checkout periods include two hour *in library use only* and two day. Reserve materials are available at both the main and EWCHEC Hutto campus library. Only one reserve item can be checked out at a time per account.

Faculty/Staff Loan Periods

Faculty and staff members may check out books, DVDs, and CDs for a semester with no limit of items per account.

Community Patron Loan Periods

Residents of Temple College service areas may register for Community Patron cards. They must present a valid form of photo identification and proof of residency. Community Patrons may check out books for a twenty-one day loan period with a limit of three books per account. Community Patrons do not have access to computers or digital resources.

TexShare Patron Loan Periods

TexShare patrons must present valid photo identification and TexShare card to register for library membership. TexShare Patrons may check out books for a twenty-one day loan period with a limit of three books per account. TexShare Patrons do not have access to computers or digital resources.

Reference Materials/Print Periodicals/Special Collections

Materials in the reference, periodical, and special collections are available for in-library use only. Appointments must be approved and scheduled for access to the library's special collections.

Other materials

Other materials, such as headphones, study rooms, and dry erase markers have a checkout period of 2 hours in-library use only for student, faculty, and staff. Materials may be renewed unless another patron has placed a material hold. Community and TexShare patrons and other library guests do not have access to these resources.

VI. Fines, Fees, and Holds

Fines and Fees

- Reserve Materials (2 hour) overdue fines: \$0.10 cents per hour, maximum fine of \$50.00.
- Reserve Materials (2 day) overdue fines: \$1.50 per day, maximum fine of \$50.00.
- Study Room overdue fines: \$5.00 per day, maximum fine of \$5.00.
- Lost/Unreturned Items: items 45 days overdue roll to lost status
 - Items in lost status are subject to: item replacement cost, a \$10.00 processing fee, and a \$25.00 maximum overdue fine.

- Damaged items may be subject to a repair fee or the replacement cost of the material, a processing fee, and possible accrued fines.

Payments of Fines and Fees

Main campus library: Fines and fees may be paid at the Cashier's Office in One College Centre (OCC).

EWCHEC campus library: Fines and fees may be paid at the campus Cashier's Office.

Library staff contacts the Cashier's Office with account information before a payment will be accepted.

Account Holds

Holds are placed on accounts of patrons with overdue materials or library fees over \$10.00. Holds prevent material loans, registration, receipt of grades, and transcript access. Holds will be removed upon resolution of accounts with the library.

VII. Computer Usage Policy

Students, faculty, and staff use their Temple College user name and password to access computers.

- Library computer and printer access is available until 5 minutes prior to library closing time.

Temple College Libraries offer the use of computers for academic purposes. Behavior regarded as disruptive to other users, faculty, or staff of the Library is considered unacceptable use of library resources and violators may be asked to vacate the building.

- Library staff may ask for verification of enrollment or employment at any time to enforce appropriate use and maintain availability for the campus.

Appropriate Access and Use

The priority for Temple College Libraries computer usage is to provide access to information resources that support the learning, scholarship, and research of students and faculty. Additionally, other types of use that either directly or indirectly support the educational, research and service missions of the College are considered acceptable. Reasonable personal communication falls within this category.

Inappropriate use may include, but is not limited to:

- Attempting to bypass system restrictions or tampering with system files or applications.
- Violating federal or state laws.
- Violating Library and Temple College regulations or policies.
- Unauthorized copying of copyright-protected materials.
- Using computers for commercial use.
- Damaging or defacing any computer hardware or software.
- Violating the principles of academic integrity as defined in the Temple College Student Handbook.

The Library reserves the right to monitor and check computers for inappropriate use. By using the Library's electronic resources, users assume personal responsibility for their appropriate use; agreeing to comply with College and Library computer policies, and with city, state, and federal laws and regulations. Library computers may not be used for unauthorized commercial or illegal purposes pursuant to the Texas Penal Code, Chapter 33 Computer Crimes. The library reserves the right to deny access to users who have not complied with this Computer Usage Policy.

Saving Files

To save a file while using a library computer, the use of a portable storage device such as a USB drive or the cloud storage in Office 365 is recommended. Items may be temporarily saved to the computer desktop for later use (such as attaching the document to an email or for upload into the Temple College Desire to Learn (D2L) Course Management System). Items saved to the computer may not be available upon future login. **The library is not responsible for personal file storage or access.**

Wifi Access and Software Use Only

Wireless Internet access is available for students, faculty, staff, and guests of the Temple College library. Temple College licensed software may be utilized on campus computers.

Off-Campus Access

A Temple College user name and password are required for off-campus use of databases of digital library materials.

VIII. Library Services

Printing and Photocopying

Each semester, enrolled students receive a print credit of \$5.00 on their Paper Cut printing management system account.

The library is not responsible for user error.

- **Patrons are advised to utilize print preview before sending a document to the print queue.**
- Patrons should report technical or equipment issues of computers and printers to library staff.

Printing from laptops or other wireless devices is not available.

Temple College Hubert M. Dawson Library

Black and white prints are \$0.05 per side and color prints are \$0.25 per side.

Students may add additional value to their account directly through their Papercut account and at the Cashier's Office in One College Centre (OCC).

- Adding funds directly through the Papercut account requires a credit card and a \$5 minimum.

Black and white photocopying is available for all patrons. Copies are \$0.10 cents per side, cash only.

Avery Family Library

Printing and copying services are at the discretion of the campus and library policies and procedures. Contact a library staff member for fees.

IX. Library Services

Library Study Rooms

The Hubert M. Dawson Library has three study rooms. Study room space is limited. To ensure study room availability and access:

- Study rooms are available on a first come, first serve basis. No reservations.
- Study rooms are locked and can be checked out with a current TC ID at the circulation desk.
- Study rooms check out for two hours per day total. No renewals.
 - Study rooms are to be vacated after the 2 hour check out period has expired.
 - If the study room is not vacated and checked in at the circulation desk late fees will be assessed and the patron account will be placed on hold.
 - Outstanding late fees must be paid before the patron can check out a study room.
- Further Guidelines:
 - Food is not allowed in study rooms.
 - Lights in the study room are to remain on while the room is occupied.
- In the event that the patron does not follow study room guidelines the patron will be asked to vacate the study room and the patron's study room privileges will be suspended pending review by the library director.

The Avery Family Library has two study rooms.

- The rooms are available on a first come, first serve basis.
- Room reservations are scheduled at the discretion of library staff.

TexShare

TexShare cards are available for current Temple College students, faculty and staff. TexShare cards allow material checkout from affiliated Texas academic and public libraries. TexShare cards are issued by semester. Patrons utilizing TexShare cards are required to abide by the policies of the lending library.

TexShare card holders from outside institutions may request a Temple College TexShare account at the Circulation Desk.

Interlibrary Loan (ILL)

Interlibrary loan services are available for students, faculty, and staff. Please note that users of this service are subject to access and loan period limitations from the lending libraries and in some instances, a fee may be required. Please allow time, generally up to two weeks, for material delivery.

X. Library/Information Literacy Instruction

Library instruction/Information literacy instruction sessions are available throughout the semester. Campus librarians are available to speak to classes and other groups at the Temple, Hutto, and Taylor campuses. Off-campus site instruction for dual credit is available. Sessions may be tailored to individual subjects or specific class assignments. Contact your campus library for scheduling and/or additional information.

Library Classroom Reservations

Hubert M. Dawson Library

Faculty and staff may request to reserve the library classroom at the discretion of the Division Director, Learning Resources.

XI. General Policy

Food and Drink Policy

Drinks with lids are permitted in Temple College Libraries, except for the main campus library computer lab. Food is allowed only in the front foyer and back hallway of the main campus library. Library staff reserve the right to ask patrons with food or drink to place the items in a closed or zippered bag or to exit the premises.

Noise/Device Policy

Patrons are required to silence all devices upon entry.

- Library staff reserves the right to request that patrons continue loud, disruptive, or extended conversations in the library front foyer or back hallway.

Students are required to use headphones to listen to audio content.

- Patrons may request complementary earbuds at the front desk.

Temple College Libraries provides clearly marked collaborative study spaces, quiet study areas, and silent study areas.

- Loud conversing, audio, or other disruptive activity is not permitted in the library.

Library Silent Area

The main campus library extension area, through the closed and clearly marked doors, is reserved for silent study.

- **Talking, conversation, noise, or listening to audio content without headphones is not permitted in this area.**

Library staff reserve the right to converse to conduct daily business in the library offices, front desk area, the main floor, the second floor, the mezzanine level, and the silent area.

XII. Disruptive Behavior Policy and Procedure

Disruptive behavior is defined as any behavior on library premises that violates the Temple College Student Code of Conduct (<https://www.templejc.edu/resources/campus-police/campus-policies/>); constitutes non-compliance with standard library guidelines; infringes on the rights of other patrons to use library resources, services, and support; interferes with the library fulfilling its mission; impedes normal library operations; and/or poses a risk to other library patrons, library/Temple College staff, library facilities/equipment/collections.

- Upon initial incidence of disruptive behavior library staff will offer patron(s) a 1st reminder/warning and allow a brief period for compliance with guidelines.
- If behavior does not resolve library staff will offer patron(s) a 2nd reminder/warning or request that patron(s) leave the library depending on the level and severity of the disruption.
 - In the event of refusal to comply with guidelines patron will be asked to leave the library.
- If 2nd reminder/warning is offered and disruptive behavior continues a 3rd reminder/warning is not offered and patron(s) is asked to leave the library.
- If a patron(s) is asked to leave the library and the patron(s) refuses library staff will contact Campus Police.

Repetitive Disruptive Behavior

In the event of repetitive disruptive behavior, Division Director, Learning Resources will review the library privileges of the patron(s). Depending on the level of and severity of repetitive disruptive behavior library privileges may be temporarily and/or permanently revoked.

Threatening/Violent Behavior

In addition to fulfilling the above definition of disruptive behavior, threatening behavior implies, suggests, or perpetrates psychological and/or physical violence or harm.

In the event of threatening/violent behavior, library staff will contact Campus Police.

XIII. Confidentiality of Patron Records/Usage

Library usage records are kept confidential. The USA Patriot Act supersedes library confidentiality policy. Temple College Libraries will comply with any government requests submitted under the jurisdiction of the USA Patriot Act.

As to legal requirements of the USA Patriot act, the Federal Bureau of Investigation (FBI) and other law enforcement agencies or officials may obtain court orders of library records for investigations involving national security and/or terrorism. Under penalty of law, libraries or library staff served with search warrants may not divulge the existence of the warrants or dissemination of records disclosed as a result of the warrants. Patrons cannot be informed that their records were provided to law enforcement agencies or that they are/were under FBI investigation.

XIV. Emergency Drills/Fire Alarms/Library Security

The Hubert M. Dawson Library on main campus and the Avery Family Library on the EWCHEC Hutto campus participate in emergency drills for situations such as fire or weather related emergencies and other issues requiring lockdown or building evacuation. In either case, drill or emergency, please comply with any given instructions from library personnel.

When a fire alarm sounds, please calmly and quickly leave the library through the nearest exit.

When security alarm sounds upon exit of the library, please return to the front desk until dismissed by a library staff member.

XV. Library Gifts and Donations

The Division Director, Learning Resources will evaluate all donated materials for inclusion in the general collection. Donated materials may be discarded if they are not judged suitable or necessary additions. A completed "Materials Donation" form is required for each donation.

Monetary donations are accepted through the Temple College Foundation. Such donations may be designated to purchase materials in a subject area, but the library staff will select the specific materials.

XVI. Roseann Brasher Special Collection

The Hubert M. Dawson Library maintains a special collection of materials of historical significance to Temple College (TC). This collection includes documents of permanent historical value such as official TC publications; TC related papers and publications generated by the administration, academic departments, faculty, staff, and student organizations. The collection also includes TC related non-textual material such as photographs, videos and recordings.

Temple College Libraries will only consider donations and gifts that fall within this scope for possible inclusion in the special collection. Any material accepted commits TC Libraries to the task of organizing and preserving it, which includes expenses for labor and archival supplies. The Division Director, Learning Resources or designee will evaluate all donations or gifts for possible inclusion in the special collection. Due to liability, special collection donations will not be accepted "on loan" to the College. A completed "Special Collection Donation" form, available on TC Libraries homepage, will be included with each donation. The Division Director, Learning Resources or designee, will consider requests for permission to place items from the special collection "on loan" on a case-by-case basis.

Researchers/Patrons are encouraged to use the special collection, but some of the material may be one-of-a-kind, irreplaceable or in fragile condition. As a result, researcher/patrons may only access special collection materials by appointment in the Hubert M. Dawson Library under supervision of library staff. A completed "Request for Access to Temple College Libraries Special Collection" form, available on TC Libraries' homepage, will be submitted to schedule an appointment to access the collections.

XVII. Challenged Materials Policy and Procedure

The professional library staff and the faculty of Temple College exercise careful consideration in the selection and recommendation of materials for inclusion in the collection of Temple College Libraries. Nevertheless, there may be occasions when a person or a group judges some library materials to be objectionable. All complaints should be handled within the guidelines set forth in the American Library Association's Library Bill of Rights and its statement of challenged materials. All complaints should be

dealt with so that Temple College Libraries' policy guiding the selection of the materials is clear. During the reconsideration process, **access to the challenged material shall not be restricted.**

The following measures will be taken upon receipt of a complaint:

- A. Initial Lodging of Complaints
 - All complainants/complaints, in-person/per telephone/or in writing, should be directed to the Division Director, Learning Resources or designee.
- B. The Division Director, Learning Resources will discuss the questioned material with the complainant, describing the College's selection policies, criteria used, the qualifications for the selector, and the purpose for which the challenged resources was selected. Many complaints can be resolved without the need for formal written complaint.
- C. If the complainant is not satisfied, they will be invited to file a formal written complaint using the "Request for Reconsideration of Library Materials" form. No commitment regarding action will be made at this stage of the procedure.
 - The complainant may submit additional documentation, for consideration by the Library Materials Reconsideration Committee, to support the complaint.
- D. Completed forms for reconsideration and any supporting documentation should be returned to the Division Director, Learning Resources or designee. Incomplete forms will not be acted upon.
- E. Upon receipt of the completed form the reconsideration process will be explained to the complainant by the Division Director, Learning Resources or designee:
 - The Library Materials Reconsideration Committee will meet.
 - The committee will review the written complaint and all supporting documentation.
 - The committee will issue a written decision. This written decision will be provided to the complainant within 90 days of the original complaint.
 - This written decision may be appealed to the President of the College.
 - The decision of the President may be appealed to the Board of Trustees.
- F. The Division Director, Learning Resources or designee will schedule a meeting of the Library Materials Reconsideration Committee to take place within two weeks of the receipt of the formal complaint. This ad hoc committee will be composed of the following persons.
 - Vice President of Academic Affairs
 - Division Director, Learning Resources or designee
 - Two faculty members (one from the material's discipline), chosen by the Division Director, Learning Resources or designee.
- G. The Division Director, Learning Resources or designee will provide copies of all pertinent information regarding the material in question, including the complaint to committee members.
- H. The Committee will issue its written decision regarding said material to the library and the complainant within 90 days of the original complaint.

- I. Appeals of the decision of the Library Materials Reconsideration Committee may be made to the President of the College by the complainant, the Division Director, Learning Resources or designee, or other concerned professional. All appeals must be made in writing within seven days of the decision.
- J. Appeals of the decision of the President may be made to the Board of Trustees. All appeals must be made in writing within seven days of the decision.

(Policies and procedures are subject to revision and change.)